

Michael Van Wies  
8504 Horseshoe Bend Lane  
Ooltewah, TN 37363-5627  
Bus: 423-715-1800  
Res: 423-238-9081  
Fax: 423-238-9088

January 29, 2002

EXECUTIVE SECRETARY

Mr. K. David Waddell  
Executive Secretary  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243-0505  
800-342-8359

Re: Docket No. 02-00058

Dear Mr. Waddell:

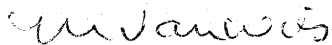
Per our conversation today, please add these letters to my docket folder. I am enclosing a document that I received from CenturyTel explaining my detailed billing for the residential monthly service at my home. You will see an item for telephone number, 423-238-9081, for the amount of \$5.93 – Leased Rotary Phone.

We do not have, nor did we ever rent a rotary telephone from CenturyTel. It appears that the charge of \$5.93/month is for the rollover line feature we have from, 423-236-9081, to 423-238-9088. If my first number is busy, it will hunt to my second number.

I made several inquiries to some of the 28 telephone companies in Tennessee, and it appears just about everyone except CenturyTel gives the customer the hunt feature for free. You see CenturyTel has to "nickel and dime the customer to death" for everything. The big bang you get from them is the so-called "Service Charge" for \$20 to do any transaction to add or delete a feature.

With the BellSouth Foreign Exchange Line in my home any feature we need is added or deleted free of charge, and rollover/hunting would be free, if we had a second BellSouth line.

Yours truly,



Michael VanWies

cc: Rhonda Lien, Federal Communications Commission  
Common Carrier Bureau

Customer Service Center  
P.O. Box 727  
Mountain Home, AR 72654  
Tel 870 424 9401  
800 225 2594



Michael Van Wies  
8504 Horseshoe Bend Ln  
Ooltewah, TN 37363

Dear Mr Van Wies,

Here is a list of detailed bill for your three telephone accounts. If you have any questions, please feel free to call customer service @ 1-800-225-2594.

423-238-9081

\$17.19—Basic Service  
\$1.50—Touch Tone  
\$5.93—Leased Rotary Phone  
\$2.00—Call Forward  
\$7.00—Caller Id Name & Number

**\$33.62 Total**

423-238-3459

\$17.19—Basic Service  
\$1.50—Touch Tone

**18.69—Total**

423-238-9088

\$17.19—Basic Service  
\$1.50—Touch Tone  
\$7.00—Caller Id Name & Number

**25.69 Total**

Sincerely,

*Frances Customer Service*